

Patricia M. French
Lead Counsel



300 Friberg Parkway
Westborough, Massachusetts 01581
(508) 836-7394
(508) 836-7039 (facsimile)
pfrench@nisource.com

September 25, 2006

BY OVERNIGHT DELIVERY AND E-FILE

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02110

Re: Bay State Gas Company, D.T.E. 06-31

Dear Ms. Cottrell:

Enclosed for filing, on behalf of Bay State Gas Company ("Bay State"), please find Bay State's responses to the following Information Requests:

DTE-BSG-2-4	DTE-BSG-2-5	DTE-BSG-2-6	DTE-BSG-2-7
DTE-BSG-2-8	DTE-BSG-2-13	DTE-BSG-2-18	DTE-BSG-2-19
DTE-BSG-3-1	DTE-BSG-3-2	DTE-BSG-3-7	DTE-BSG-3-9
DTE-BSG-3-19	DTE-BSG-3-20	DTE-BSG-3-22	DTE-BSG-3-24
DTE-BSG-3-27	DTE-BSG-3-28	DTE-BSG (9/7/06)	
AG-3-3	AG-3-4	AG-3-5	AG-3-6
AG-3-7	AG-3-8	AG-4-3 SUPP	
UWUA-4-18			
USW-1-23 SUPP	USW-1-24 SUPP	USW-1-29 SUPP	USW-3-3 SUPP
USW-3-5 SUPP	USW-3-6 SUPP	USW-3-7 SUPP	USW-3-8 SUPP
USW-3-11 SUPP	USW-3-12 SUPP	USW-3-13 SUPP	USW-5-1
USW-5-2			

Please note that the following are being refiled electronically from Bay State's September 21, 2006 filing because they were inadvertently omitted from the electronic file:

AG-4-2

AG-4-3

Please also be aware the following responses that include CONFIDENTIAL Attachments, accompanied by a Motion, are being filed today from the offices of Bay State's outside counsel, Nixon Peabody LLP:

USW 01-03 SUPP

USW 03-13 SUPP

USW 05-03.

Please do not hesitate to telephone me with any questions whatsoever.

Very truly yours,

Patricia M. French

cc: Paul Osborne (DTE)
A. John Sullivan (DTE)
Alexander Cochis, Assistant Attorney General (4 copies)
Charles Harak, Esq. (UWUA)
Nicole Horberg Decter, Esq. (USW)
Service List

I hereby certify I provided a copy of the within by overnight courier and/or e-file to each individual on the official service list on file with the Secretary of the Department of Telecommunications and Energy.

Dated at Westborough Massachusetts, this 25th day of September 2006.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SECOND SET OF INFORMATION REQUESTS FROM THE DTE
D.T.E. 06-31

Date: September 25, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-2-4 Refer to the NISOURCE/IBM Service Agreement, Exh.1, at 822, provided in response to Record Request AG-9 (Confidential) from Bay State Gas Company, D.T.E. 05-27 (2005). How will incoming gas emergency calls be processed through this system? Please describe the answering process from beginning to end.

RESPONSE: Gas emergency calls will be taken by IBM/Vertex in the Smithfield Pennsylvania facility, and will be handled exactly as they are today. Emergency calls are routed to a dedicated queue. Customer Service Representatives ("CSR") then take customer information and determine the type of dispatch or work order that should be entered, working with Bay State's Dispatch on such emergency calls.

Current guidelines (encompassed in the Call Aid) will continue to be followed in handling these calls. Since August, 2004, the Contact Center has taken all emergency calls that come through the emergency line, which is a dedicated, separate telephone number. Every CSR is skilled and will be skilled to ensure these emergency calls go to the front of the queue.

Under current guidelines, the emergency line is manned during normal hours of operation by skilled CSRs in the Contact Center. The guidelines also permit manning that queue with individual CSR's – Bay State does deploy individual CSR's to man emergency calls during peak hours, and will continue to do so if and when a transfer is made. Outside of normal business hours, all emergency calls from the dedicated line go directly to Dispatch. This process would continue when and if a transfer were made.

It is important to note that Bay State adheres to strict guidelines under the Call Aid for emergency call response that are common for all NiSource natural gas distribution affiliates. All of Bay State's CSRs follow the guidelines in the Call Aid. The guidelines include asking appropriate questions and giving customers appropriate information depending on the severity of the

emergency. This process would continue when and if a transfer were made.

Under the guidelines, after a CSR puts the order to Dispatch to respond to an emergency call, a receipt acknowledgement is sent back to the CSR letting them know that Dispatch has received or has not received the order. This is done through the Bay State Customer Information System ("CIS"). If the order is not received and acknowledged, the CSR calls Dispatch promptly and orally directs the response by providing the appropriate information regarding the emergency call. This process would continue when and if a transfer were made.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SECOND SET OF INFORMATION REQUESTS FROM THE DTE
D.T.E. 06-31

Date: September 25, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-2-5

Refer to the NISOURCE/IBM Service Agreement, Exh.1, at 827, provided in response to Record Request AG-9 (Confidential) from Bay State Gas Company, D.T.E. 05-27 (2005). Please explain how phone calls related to obtaining account information or a billing explanation will be handled?

RESPONSE:

Since Bay State currently processes the billing concerns of its customers, it cannot say definitively how the process might change if and when this activity is transferred to IBM. However, looking at the activities of Bay State's affiliate Columbia Gas of Virginia, the process for responding to incoming calls regarding account information or billing information is as follows. The call made by a customer in Richmond, Virginia is received by a customer service representative ("CSR") employed by the IBM Agreement's key approved provider of services, Vertex, at the call center facility in Smithfield, Pennsylvania. Accessing the CGV customer information system ("CIS"), the CSR is able to view a record of the customer's account. The CSRs use the same training information as that used by NiSource corporate-wide prior to the transfer of business processes. NiSource believes this ensures uniformity of best practices of CSRs. If the CSR is unable to resolve the billing concern, the call is escalated to a Senior CSR for resolution and if that individual is unable to resolve the customer's questions or concerns, the call would be advanced to a Team Leader at the Smithfield Center.

It is important for the Department to realize that NiSource continues and will continue to set its own policy and procedure on how calls are handled. IBM / Vertex is to implement the policy and procedures that NiSource deems appropriate. While IBM/Vertex may modify internal and strictly operational systems in running the Contact Center, it is prohibited from changing NiSource's call handling policies or procedures without agreement and consent.

Bay State is confident this process will be deployed on behalf of its customers if and when a transfer of such activities is made.

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SECOND SET OF INFORMATION REQUESTS FROM THE DTE
D.T.E. 06-31

Date: September 25, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-2-6

Refer to the NISOURCE/IBM Service Agreement, Exh.1, at 828, provided in response to Record Request AG-9 (Confidential) from Bay State Gas Company, D.T.E. 05-27 (2005). Please explain in detail the steps associated with a processed payment.

RESPONSE:

For Bay State, the majority of customer payments are processed through the Bank One Lock Box. The Bank One Lock Box is Bay State's regular payment processing center. An electronic file is sent to Bay State each night so that data entry employees are able to post payments each night to Bay State customer accounts.

Bay State also has third party contracted payment locations throughout its service territory, where customers can make payments. These customer payments are also remitted to Bay State through an electronic file and posted to each customer account on a daily basis.

EDS is described directly from the Call Aid referenced on Exh. 1 sec. 828. Bay State has "Check Free," which is a paperless bill and payment way for customers to pay Bay State's bill. Everything is done on-line and customers have to sign up in advance for this service which pays for natural gas distribution service through a debit transaction.

Collection notices are sent out through NCO and UCB. These collection agencies then receive payments from customers and electronically send Bay State an electronic payment file each day in order to ensure proper crediting of payments received.

Fuel assistance payments are manually processed by Bay State.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SECOND SET OF INFORMATION REQUESTS FROM THE DTE
D.T.E. 06-31

Date: September 25, 2006

Responsible: Stephen H. Bryant, President
Sherry H. Gavito, Vice President, Governance, NCSC

DTE-BSG-2-7 Refer to the NISOURCE/IBM Service Agreement, Exh.1, at 836,
Line B.22, provided in response to Record Request AG-9
(Confidential) from Bay State Gas Company, D.T.E. 05-27
(2005). What is an executive call and how is it processed?

RESPONSE: An executive call is a telephone contact from a regulator,
legislator, or other governmental official regarding any issue, or
from an internal company executive that reflects a direct call to
that executive from a customer. Information received from an
executive call is sent to the Call Center to be researched and then
Call Center supervisors or managers are charged with contacting
the affected customer to ensure satisfactory resolution of the
issue. If the Call Center supervisors or managers are unable to
resolve satisfactorily customer's concern, additional higher level
contacts to the customer may then be made.

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RESPONSE OF BAY STATE GAS COMPANY TO THE
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Date: September 25, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-2-13 Refer to the NISOURCE/IBM Service Agreement, Exh. 4, at 149. Approximately \$158 million dollars is the projected annual service fee for 2006. What is Bay State Gas' portion of this fee? What would have been the projected fee for Bay State to operate in 2006 as is.

RESPONSE: The question is a hypothetical with projected fees and projected allocations for a year not yet concluded. That said, the question is difficult to answer.

At the current time, Bay State intends to respond to this question, however, Bay State is still investigating how it may be able to reasonably respond with reasonably accurate data. It will supplement this response with additional data and information when such is available.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
THIRD SET OF INFORMATION REQUESTS FROM THE DTE
D.T.E. 06-31

Date: September 25, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-(9-7-06) The Company is compelled to produce all communications, e-mails, notes, and logs of telephone calls between or amongst Steve Bryant, Dan Cote, and any other Bay State or NiSource employee, advisor, or consultant, during the year 2005 . . . [regarding] service quality or staffing levels [and] the relationship between NiSource and Bay State. Tr. 9/7/06, pp. 10 – 11.

RESPONSE: Please see Attachment DTE-BSG-(9-07-06). Attachment DTE-BSG-(9/07/06) is a bulk response and accordingly is not available to be filed electronically.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SECOND SET OF INFORMATION REQUESTS FROM THE DTE
D.T.E. 06-31

Date: September 25, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-2-19 Refer to the NISOURCE/IBM Service Agreement, Exh. 22, at 134.
Are plans still in effect for consumer calls, along with credit and
collection calls, to be handled in Smithfield, PA, Juarez, Mexico or
other place, for Bay State Gas customers?

RESPONSE: The Company has expressed its commitment to negotiate with the
relevant unions over the decision to outsource customer contact,
credit & collections and billing exceptions work of bargaining unit
employees. Because these negotiations have been suspended
until the conclusion of this proceeding, the Company is not in a
position to speculate as to whether or not this work will, in fact, be
performed by contractors.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
THIRD SET OF INFORMATION REQUESTS FROM THE DTE
D.T.E. 06-31

Date: September 25, 2006

Responsible: Danny G. Cote, General Manager, Operations

DTE-BSG-3-1 Refer to the Company's response to UWUA 2-2(A), Cause No. 42194 at 14. Please provide, to the extent the Company relies on an Area Service Model business structure, a copy of the Area Service Model currently in use by the Company

RESPONSE: The Company does not rely on an "Area Service Model" business structure. The Company has three service territories (Brockton, Springfield, and Lawrence) that are segmented into 13 geographic regions, Table DTE-BSG-3-1. The use of geographic regions reduces travel, increases productivity and allows the Company to match manpower resources with workload demands by moving service technicians where they are needed.

Table DTE-BSG-3-1
Service Territory Sub –Sections

<u>Brockton (5)</u>	<u>Springfield (6)</u>	<u>Lawrence (2)</u>
Brockton	Chicopee	North
Canton	Longmeadow	South
Hanover	Ludlow	
Taunton	Northampton	
Wrentham	Springfield	
	West Springfield	

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
THIRD SET OF INFORMATION REQUESTS FROM THE DTE
D.T.E. 06-31

Date: September 15, 2006

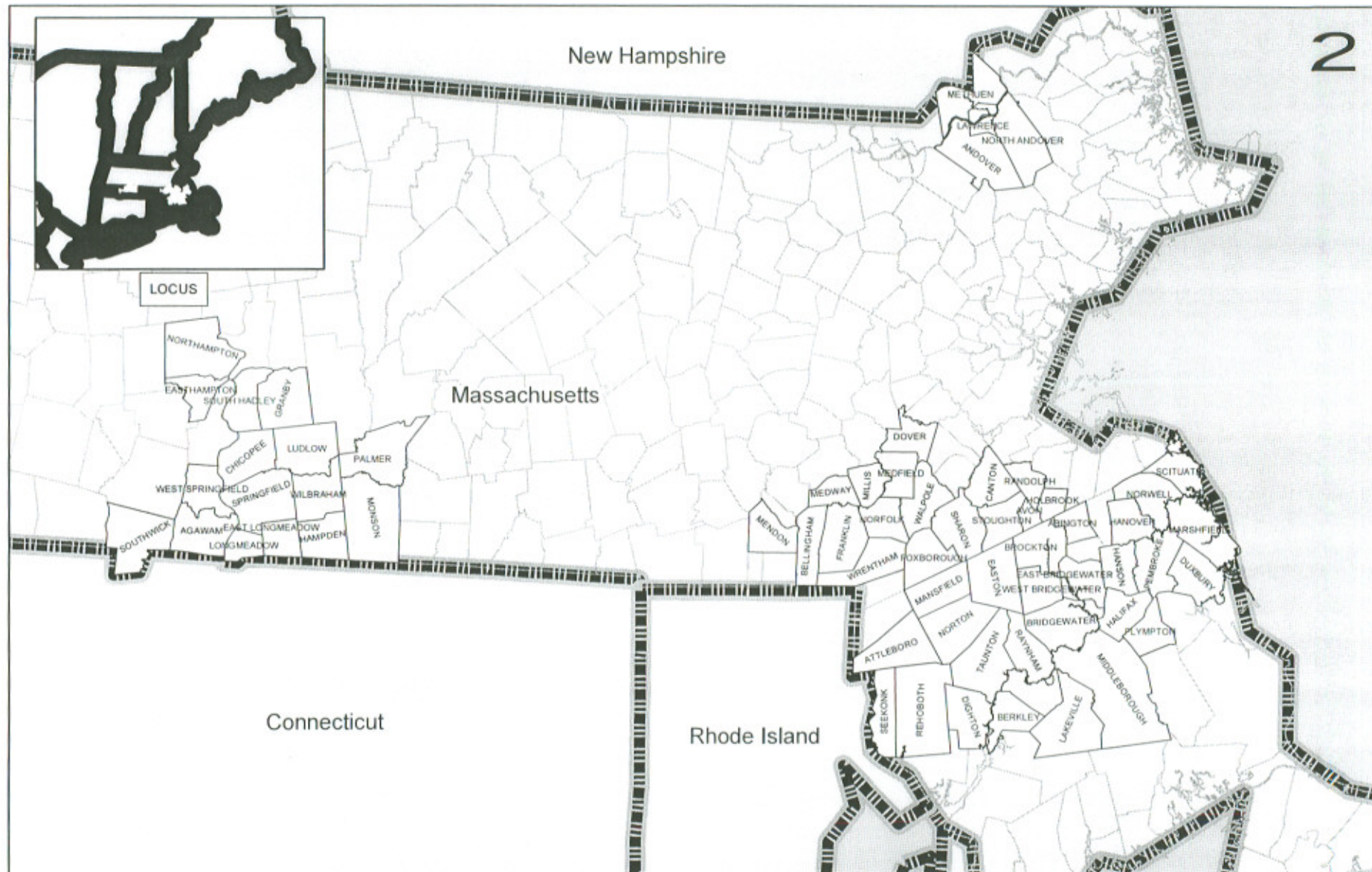
Responsible: Danny G. Cote, General Manager, Operations

DTE-BSG-3-2 Refer to the Company's response to UWUA 2-2(A), Cause No. 42194 at 1. Please provide (1) maps of the Company's Local Operating Areas ("LOAs"), (2) the number of service persons for each LOA, and (3) the number of years each service person has been working in their current LOA

RESPONSE: (1) See Attachment DTE-BSG-3-2 (a) for map of Company's LOA's.
(2) See Table DTE-BSG-3-2 for number of service persons by LOA
(3) See Attachment DTE-BSG-3-2 (b) for a list of the number of years of service each service person has with the Company. As list of the number of years each service person has been working in their current LOA is not available.

Table DTE-BSG-3-2
Employee Counts by Department and LOA

	<u>Customer Service</u>	<u>Distribution</u>	<u>Metering</u>
Brockton	51	65	14
Springfield	22	43	21
Lawrence	12	10	13



SERVICE Employees by LOA

BROCKTON - Customer Service

<u>Title</u>	<u>Years of Service</u>
Installer/Electrician	16
Installer/Fitter/Serv Tech A	27
Installer/Fitter/Serv Tech A	22
Installer/Fitter/Serv Tech A	18
Installer/Fitter/Serv Tech A	18
Journeyman Plumber	18
Lead Service Technician	38
Lead Service Technician	38
Lead Service Technician	36
Lead Service Technician	22
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	39
Service Technician A	37
Service Technician A	33
Service Technician A	27
Service Technician A	25
Service Technician A	22
Service Technician A	21
Service Technician A	20
Service Technician A	20
Service Technician A	19
Service Technician A	19
Service Technician A	19
Service Technician A	19
Service Technician A	17
Service Technician A	16
Service Technician A	16
Service Technician A	16
Service Technician A	16
Service Technician A	16
Service Technician A	16
Service Technician A	15
Service Technician A	15
Service Technician A	15
Service Technician A	14
Service Technician A	8
Service Technician A	8
Service Technician A	5
Service Technician B	-
Service Technician B	-
Service Technician C	2

SPRINGFIELD - Customer Service

<u>Title</u>	<u>Years of Service</u>
Lead Pipefitter	23
Lead Service Technician	24
Service Technician A	22
Service Technician A	22
Service Technician A	22
Service Technician A	21
Service Technician A	21
Service Technician A	21
Service Technician A	20
Service Technician A	20
Service Technician A	19
Service Technician A	19
Service Technician A	19
Service Technician A	20
Service Technician A	12
Service Technician A	18
Service Technician A	18
Service Technician A	10
Service Technician A	1
Service Technician A	1

NORTHAMPTON - Customer Service

<u>Title</u>	<u>Years of Service</u>
Lead Service Technician	25
Service Technician A	2

LAWRENCE - Customer Service

<u>Title</u>	<u>Years of Service</u>
Electrician-Service Technician	27
Installer/Service Tech	9
Service Technician A	2
Service Technician A	2
Service Technician A	2
Service Technician A	21
Service Technician A	19
Service Technician A	8
Service Technician A	9
Service Technician B	5
Service Technician, Lead	36
Service Technician, Lead	22

DISTRIBUTION Employees by LOA

BROCKTON - Distribution

<u>Title</u>	<u>Years of Service</u>
Distribution Equipment Operato	29
Distribution Equipment Operato	25
Distribution Equipment Operato	25
Distribution Equipment Operato	21
Distribution Equipment Operato	21
Distribution Equipment Operato	19
Distribution Equipment Operato	16
Distribution Equipment Operato	16
Distribution Mechanic A	27
Distribution Operator A	3
Distribution Operator A	2
Distribution Operator A	2
Distribution Operator A	37
Distribution Operator A	21
Distribution Operator A	18
Distribution Operator A	18
Distribution Operator A	18
Distribution Operator A	16
Distribution Operator B	2
Distribution Operator B	2
Distribution Operator B	2
Distribution Operator B	2
Distribution Operator C	3
Distribution Operator C	2
Distribution Operator C	2
Distribution Operator C	1
Distribution Operator C	1
Distribution Operator Lead	23
Drafting Technician A	33
Drafting Technician A	32
Inspector	42
Inspector	40
Inspector	38
Inspector	37
Inspector	36
Inspector	36
Inspector	35
Inspector	34
Laborer	1
Lead Fitter Operator	32
Lead Fitter Operator	31
Lead Fitter Operator	17
Lead Locator	35
Leader-Fitter	31
Leader-Fitter	23
Leader-Fitter	19
Leader-Fitter	19
Locate Technician	37
Locate Technician	35
Locate Technician	33
Locate Technician	32
Locate Technician	31
Locate Technician	25
Locate Technician	25
Tie-In Crew Leader	34
Tie-In Crew Leader	25
Tie-In Crew Leader	21
Tie-In Crew Leader	17
Training Technician	34
Welder	2
Welder	19
Welder	17
Welder	18
Welder	17
Welder/Fitter	32

SPRINGFIELD - Distribution

<u>Title</u>	<u>Years of Service</u>
Dist Operator	33
Distribution Operator B/Storek	17
Equipment Operator A	36
Equipment Operator A	33
Equipment Operator A	24
Equipment Operator A	24
Equipment Operator A	20
Equipment Operator A	20
Equipment Operator A	18
Equipment Operator A	18
Equipment Operator A	18
Gas Utility Worker	20
Gas Utility Worker	16
Gas Utility Worker	19
Gas Utility Worker	18
Gas Utility Worker	16
Gas Utility Worker	16
Gas Utility Worker	12
Gas Utility Worker	12
Gas Utility Worker	10
Gas Utility Worker	8
Gas Utility Worker	12
Lead Distribution Operator	33
Lead Distribution Operator	33
Lead Distribution Operator	33
Lead Distribution Operator	22
Lead Distribution Operator	22
Lead Distribution Operator	21
Lead Distribution Operator	21
Lead Distribution Operator	21
Lead Distribution Operator	20
Lead Fitter	23
Lead Welder	33
Locate Technician	3
Locate Technician	8
Locate Technician	1
Locate Technician	-
Opr/Driver/Corrosion Mnt A	25
Welder	25

NORTHAMPTON - Distribution

<u>Title</u>	<u>Years of Service</u>
Distribution Operator/Locator	24
Distribution Operator/Locator	22
Equipment Operator A	14
Gas Utility Worker	10
Lead Distribution Operator	18

LAWRENCE - Distribution

<u>Title</u>	<u>Years of Service</u>
Distribution Operator A	9
Distribution Operator A	7
Distribution Operator A	6
Distribution Operator A	1
Distribution Operator Lead	16
Distribution Operator/Fitter	12
Working Foreman-Distribution	34
Working Foreman-Distribution	31
Working Foreman-Distribution	27
Working Foreman-Distribution	22

METERING Employees by LOA

BROCKTON - Metering

<u>Title</u>	<u>Years of Service</u>
Fitter	34
Fitter	26
Lead Fitter	33
Meter Changer/Metscan Installe	17
Meter Changer/Metscan Installe	16
Meter Technician	32
Meter Technician	20
Meter Technician	18
Meter Technician	16
Meter Technician	15
Mtr Changer/Metscan Install Le	15
Utility Worker A	15
Utility Worker-3	18
Utility Worker-3	1

SPRINGFIELD - Metering

<u>Title</u>	<u>Years of Service</u>
Lead Fitter	27
Lead Fitter	23
Lead Fitter	23
Lead Fitter	22
Lead Fitter	22
Lead Fitter	22
Utility Worker General	2
Utility Worker General	20
Utility Worker General	12
Utility Worker General	16
Utility Worker General	16
Utility Worker General	8
Utility Worker General	10
Utility Worker General	7
Utility Worker General	7
Utility Worker General	5
Utility Worker General	5
Utility Worker General	5
Utility Worker General	1
Utility Worker General	1
Utility Worker General	-

LAWRENCE - Metering

<u>Title</u>	<u>Years of Service</u>
Fitter Welder	5
Metscan Installer	29
Metscan Installer	17
Metscan Installer	12
Metscan Installer	10
Metscan Installer	16
Metscan Installer	9
Metscan Installer	1
Metscan Installer	-
Pipe Fitter-Service	2
Pipe Fitter-Service	18
Pipe Fitter-Service	17
Pipe Fitter-Service	9

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
THIRD SET OF INFORMATION REQUESTS FROM THE DTE
D.T.E. 06-31

Date: September 25, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-3-7 Refer to the Company's response to DTE-BSG-1-13. Please provide, in the same format as the referenced exhibit, the Company's staffing levels at the Brockton, Springfield, Lawrence and Westboro locations as of June 30 of each year from 1997 through 2005.

RESPONSE: Please see Attachments DTE-BSG 3-7 (A) – (K) for the currently available staffing levels at Bay State between 1997 – 2006. The Company notes that both the format and data provided in its response to DTE-BSG-1-13 are different than what is being filed in Attachments DTE-BSG 3-7 (A) – (K) for the following reasons. First, the data included in Attachment DTE-BSG-1-13 only included full-time employees. Second, the data in Attachment DTE-BSG-1-13 did not, for example, differentiate between union and non-union positions. Therefore, Attachments DTE-BSG-3-7 (A) – (K) provide currently available summary level data. The Company believes these attachments reflect a reasonable result to place positions into consistent categories across multiple years using different human resource data bases.

To help facilitate the Department's review of this data, Attachment DTE-BSG-3-7 (A) includes a compilation of all division-level data by employment category (e.g., exempt, non-exempt, union operational, union clerical, etc.) for a given month each year beginning November 1997. The Company generally provided the June-ending data for each year except for November 1997 and November 1999, because this was the best available data. The Company was unable to provide division-specific data by department for 2002, because more detailed information is not readily available.

**Bay State Gas Company
Staffing Level History
1997 - 2006**

	Division	Exempt	Non-Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Total Employed	Temps
As of June 2006	Brockton	28	16	159	40	243	4	0	247	8
	Springfield	29	2	118	83	232	14	0	246	8
	Lawrence	6	2	49	0	57	0	0	57	0
	Westborough	16	7	0	0	23	0	3	26	3
	TOTAL	79	27	326	123	555	18	3	576	19
As of June 2005	Brockton	29	16	160	41	246	5	0	248	NA
	Springfield	28	4	117	82	231	16	0	247	NA
	Lawrence	5	2	48	0	55	0	0	55	NA
	Westborough	17	6	0	0	23	0	3	26	NA
	TOTAL	79	28	325	123	555	21	3	579	0
As of June 2004	Brockton	35	0	150	41	226	5	0	231	NA
	Springfield	24	3	122	83	232	12	0	244	NA
	Lawrence	5	2	45	0	52	0	0	52	NA
	Westborough	13	6	0	0	19	0	3	22	NA
	TOTAL	77	11	317	124	529	17	3	549	0
As of June 2003	Brockton	34	0	143	43	220	5	0	225	NA
	Springfield	23	3	116	74	216	22	0	238	NA
	Lawrence	5	2	47	0	54	0	0	54	NA
	Westborough	15	6	0	0	21	0	2	23	NA
	TOTAL	77	11	306	117	511	27	2	540	0
As of June 2002	Brockton	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Springfield	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Lawrence	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Westborough	NA	NA	NA	NA	NA	NA	NA	NA	NA
	TOTAL	99	11	345	125	580	18	0	598	0

**Bay State Gas Company
Staffing Level History
1997 - 2006**

	Division	Exempt	Non-Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Total Employed	Temps
As of June 2001	Brockton	50	1	161	54	266	3.5	0	269.5	8
	Springfield	44	4	137	94	279	3	0	282	8
	Lawrence	8	4	53	6	71	0	0	71	0
	Westborough	69	21	0	0	90	0	4.5	94.5	3
	TOTAL	171	30	351	154	706	6.5	4.5	717	19
As of June 2000	Brockton	52	1	164	55	272	3.5	0	275.5	1
	Springfield	49	7	138	107	301	4.5	0	305.5	0
	Lawrence	9	6	62	0	77	0	0	77	1
	Westborough	103	31	0	2	136	0	4.5	140.5	6
	TOTAL	213	45	364	164	786	8	4.5	798.5	8
As of November 1999	Brockton	53	0	168	53	274	6	1	281	1
	Springfield	45	6	133	90	274	9	0	283	0
	Lawrence	9	7	54	10	80	0	0	80	1
	Westborough	121	37	0	0	158	0	9	167	5
	TOTAL	228	50	355	153	786	15	10	811	7
As of June 1998	Brockton	49	0	168	53	270	7	0	277	32
	Springfield	47	0	149	71	267	5	0	272	21
	Lawrence	15	0	53	11	79	1	0	80	9
	Westborough	183	0	0	0	183	0	7	190	17
	TOTAL	294	0	370	135	799	13	7	819	79
As of November 1997	Brockton	47	0	175	55	277	10	1	288	6
	Springfield	47	0	147	58	252	9	0	261	10
	Lawrence	15	0	54	11	80	1	0	81	3
	Westborough	165	0	0	0	165	0	5	170	7
	TOTAL	274	0	376	124	774	20	6	800	26

DATE
LOCATION

JUNE 2006
BROCKTON

DEPARTMENT	FULL TIME				TOTAL
	EXEMPT	UNION OPERATING	UNION CLERICAL	NON- EXEMPT	
Admin-Field Location	1				1
Billing	2		18		20
Customer Service	2	52	1		55
Data Entry			4		4
Distribution	4	64	9	1	78
Eng/Construction/ Tech Ops	3			4	7
External Communications	1				1
Facilities			1		1
Field Collections	1	3	2		6
Fleet - BG	2	5			7
GIS	1	2			3
Logistics			1	10	11
Meter Reading		4			4
Metering	2	15	1		18
NE Retail Svc&Sales	2			1	3
Operational Support Svcs		2			2
Scheduling	1		2		3
Stores		3			3
Systems Opns	6	9	1		16
Total	28	159	40	16	243
Part Time					
Billing			2		2
Scheduling			2		2
Total			4		4

DATE
LOCATION

JUNE 2006
SPRINGFIELD

DEPARTMENT	EXEMPT	UNION	FULL TIME	UNION	NON	TOTAL
		OPERATING NORTHAMPTON	OPERATING SPRINGFIELD	CLERICAL	EXEMPT	
Admin-Field Location	1					1
Call Center	6			58	1	65
Customer Service		2	22	1		25
Distribution	6	5	36	6	1	54
Energy Supply				1		1
Eng/Construction/ Tech Ops	5					5
External Communications	1					1
Facilities			1	2		3
Field Collections			1	2		3
Fleet - BG	1		3	1		5
GIS				1		1
Meter Reading			4			4
Meter Shop	1		7			8
Metering	3		22			25
NE Retail Svc&Sales	1					1
Operational Support Svcs			1			1
Revenue Recovery	1			8		9
Sales Key Accounts	1					1
Scheduling				3		3
Stores			4			4
Systems Opns	2		10			12
Grand Total	29	7	111	83	2	232
PART TIME						
Call Center				13		13
Scheduling				1		1
Grand Total				14		14

DATE
LOCATION

JUNE 2006
LAWRENCE

FULL TIME

DEPARTMENT	EXEMPT	UNION	NON EXEMPT	TOTAL
Admin-Field Location	1			1
Customer Service	1	13		14
Distribution	1	10	1	12
Eng/Construction/ Tech Ops	1			1
Field Collections		3		3
GIS			1	1
Meter Reading		3		3
Metering	1	13		14
Regulatory Affrs&Pres Staff	1			1
Scheduling		1		1
Stores		2		2
Systems Opns		4		4
Grand Total	6	49	2	57

PART TIME

NONE

DATE
LOCATION

JUNE 2006
WESTBOROUGH

DEPARTMENT	FULL TIME		TOTAL
	EXEMPT	NON EXEMPT	
Admin-Operations	1		1
C.A.R.E.S.	1		1
Demand Side Management	2	2	4
Eng/Construction/ Tech Ops	2	1	3
Facilities	1	2	3
NE Retail Svc&Sales	1		1
Operational Support Svcs	2		2
Operations Mgmt DGC		2	2
Regulatory Affrs&Pres Staff	5		5
Systems Opns	1		1
Grand Total	16	7	23

	PART TIME		
Facilities		2	2
Operational Support Svcs		1	1
Grand Total		3	3

DATE **JUNE 2005**
LOCATION **BROCKTON**

DEPARTMENT	EXEMPT	FULL TIME			TOTAL
		UNION OPERATING	UNION CLERICAL	NON- EXEMPT	
Admin-Field Location	1				1
Billing	2		19		21
Customer Service	2	52	2		56
Data Entry			4		4
Distribution	4	65	8	2	79
Eng/Construction/Tech Ops	3			3	6
External Communications	1				1
Facilities			1		1
Field Collections	1	3	2		6
Fleet - BG	2	5			7
GIS	1	2			3
Logistics	1		1	10	12
Meter Reading		4			4
Metering	2	14	1		17
NE Retail Svc&Sales	2			1	3
Operational Support Services		2			2
Scheduling	1		2		3
Stores		4			4
Systems Opns	6	9	1		16
TOTAL	29	160	41	16	246

PART TIME				
Billing			3	3
Scheduling			2	2
TOTAL			5	5

DATE
LOCATION

JUNE 2005
SPRINGFIELD

DEPARTMENT	EXEMPT	FULL TIME		UNION CLERICAL	NON EXEMPT	TOTAL
		UNION OPERATING NORTHAMPTON	UNION OPERATING SPRINGFIELD			
Admin-Field Location	1					1
Call Center	5			56		61
Customer Service		3	24	2		29
Distribution	6	5	32	6	4	53
Energy Supply				1		1
Eng/Construction/Tech Ops	5					5
External Communications	1					1
Facilities			1	2		3
Field Collections			2	2		4
Fleet - BG	1		3	1		5
GIS				1		1
Meter Reading			4			4
Meter Shop	1		7			8
Metering	3		21			24
NE Retail Svc&Sales	1					1
Operational Support Services			1			1
Revenue Recovery	1			8		9
Sales Key Accounts	1					1
Scheduling				3		3
Stores			4			4
Systems Opns	2		10			12
Grand Total	28	8	109	82	4	231
PART TIME						
Call Center				15		15
Scheduling				1		1
Grand Total				16		16

DATE **JUNE 2005**
LOCATION **LAWRENCE**

FULL TIME

DEPARTMENT	EXEMPT	UNION	NON EXEMPT	TOTAL
Admin-Field Location	1			1
Customer Service		13		13
Distribution	1	11	1	13
Eng/Construction/Tech Ops	1			1
Field Collections		3		3
GIS			1	1
Meter Reading		3		3
Metering	1	13		14
Regulatory Affrs&Pres Staff	1			1
Scheduling		1		1
Stores		2		2
Systems Opns		2		2
TOTAL	5	48	2	55

PART TIME

NONE

DATE
LOCATION

JUNE 2005
WESTBOROUGH

DEPARTMENT	FULL TIME		TOTAL
	EXEMPT	NON EXEMPT	
Admin-Operations	1		1
C.A.R.E.S.	1		1
Demand Side Management	2	1	3
Eng/Construction/Tech Ops	2	1	3
Facilities	1	2	3
NE Retail Svc&Sales	1		1
Operational Support Services	2		2
Operations Mgmt - DGC	1	2	3
Regulatory Affrs&Pres Staff	5		5
Systems Opns	1		1
TOTAL	17	6	23
PART TIME			
Facilities		2	2
Operational Support Services		1	1
TOTAL		3	3

DATE **JUNE 2004**
LOCATION **BROCKTON**

DEPARTMENT	EXEMPT	FULL TIME		NON-EXEMPT	TOTAL
		UNION OPERATING	UNION CLERICAL		
Admin-Field Location	1				1
Billing	2		19		21
Customer Service	2	52	2		56
Data Entry			3		3
Dispatch	8		3		11
Distribution	5	52	8		65
Eng/Construction/Tech Ops	5	2			7
Facilities			1		1
Field Collections	1	3	2		6
Fleet - BG		4			4
Gas Operations M&Regulate	6	9	1		16
Meter Reading		4			4
Metering	2	15	1		18
Operational Support Services		5			5
Sales & Energy Prod & Svcs	2				2
Scheduling	1		1		2
Stores		4			4
TOTAL	35	150	41		226
PART TIME					
Billing			3		3
Scheduling			2		2
TOTAL			5		5

DATE **JUNE 2004**
LOCATION **SPRNGFIELD**

DEPARTMENT	EXEMPT	FULL TIME				TOTAL
		UNION OPERATING NORTHAMPTON	UNION OPERATING SPRINGFIELD	UNION CLERICAL	NON- EXEMPT	
Admin-Field Location	1					1
Call Center	5			59		64
Customer Service		4	22	2		28
Distribution	7	5	34	4	3	53
Energy Supply				1		1
Eng/Construction/Tech Ops	4					4
Facilities			1	2		3
Field Collections			3	1		4
Fleet - BG			3	1		4
Gas Operations M&Regulate	1		14			15
Meter Reading			5			5
Meter Shop	1		7			8
Metering	3		17			20
Operational Support Services			2	1		3
Revenue Recovery	1			9		10
Sales & Energy Prod & Svcs	1					1
Scheduling				3		3
Stores			5			5
TOTAL	24	9	113	83	3	232
PART TIME						
Call Center				11		11
Scheduling				1		1
TOTAL				12		12

DATE
LOCATION

JUNE 2004
LAWRENCE

FULL TIME

DEPARTMENT	EXEMPT	UNION	NON EXEMPT	TOTAL
Admin-Field Location	1			1
Customer Service	1	12		13
Distribution	1	11	1	13
Eng/Construction/Tech Ops	1		1	2
Field Collections		3		3
Gas Operations M&Regulate		3		3
Meter Reading		3		3
Metering	1	10		11
Scheduling		1		1
Stores		2		2
TOTAL:	5	45	2	52

PART TIME

NONE

DATE
LOCATION

JUNE 2004
WESTBOROUGH

FULL TIME

DEPARTMENT	EXEMPT	NON EXEMPT	TOTAL
Admin-Operations	1		1
C.A.R.E.S.	1		1
Demand Side Management	1	2	3
Eng/Construction/Tech Ops	4		4
Facilities	1	2	3
Gas Operations M&Regulate	1		1
Operational Support Services	2		2
Operations Mgmt - DGC	1	2	3
Sales & Energy Prod & Svcs	1		1
TOTAL	13	6	19

PART TIME

Facilities		2	2
Operational Support Services		1	1
TOTAL		3	3

DATE **JUNE 2003**
LOCATION **BROCKTON**

DEPARTMENT	EXEMPT	FULL TIME		NON-EXEMPT	TOTAL
		UNION OPERATING	UNION CLERICAL		
Admin-Field Location	1				1
Billing	2		21		23
Customer Service	2	44	2		48
Data Entry			3		3
Dispatch	7		3		10
Distribution	5	52	7		64
Eng/Construction/Tech Ops	4	3			7
Facilities			1		1
Field Collections	1	3	2		6
Fleet - BG		4			4
Gas Operations M&Regulate	6	9	1		16
Human Resources	1				1
Meter Reading		7			7
Metering	2	17	1		20
Sales & Energy Prod & Svcs	2				2
Scheduling	1		2		3
Stores		<u>4</u>			<u>4</u>
TOTAL	34	143	43	0	220
PART TIME					
Billing			3		3
Scheduling			<u>2</u>		<u>2</u>
TOTAL			5		5

DATE JUNE 2003
LOCATION SPRINGFIELD

DEPARTMENT	EXEMPT	UNION	FULL TIME	UNION	NON	TOTAL
		OPERATING	OPERATING	CLERICAL		
		NORTHAMPTON	SPRINGFIELD		EXEMPT	
Admin-Field Location	1					1
Call Center	4			50		54
Customer Service		4	23	1		28
Distribution	7	5	35	6	3	56
Energy Supply				1		1
Eng/Construction/Tech Ops	4			1		5
Facilities			1	2		3
Field Collections			7	2		9
Fleet - BG			3	1		4
Gas Operations M&Regulate	1		12			13
Human Resources	1					1
Meter Reading			10			10
Meter Shop	1		6			7
Metering	3		7			10
Revenue Recovery	1			7		8
Scheduling				3		3
Stores			3			3
TOTAL	23	9	107	74	3	216
PART TIME						
Call Center				21		21
Scheduling				1		1
TOTAL				22		22

DATE
LOCATION

JUNE 2003
LAWRENCE

FULL TIME

Department	EXEMPT	UNION	NON EXEMPT	TOTAL
Admin-Field Location	1			1
Customer Service	1	11		12
Distribution	1	11	1	13
Eng/Construction/Tech Ops	1		1	2
Field Collections		3		3
Gas Operations M&Regulate		3		3
Meter Reading		5		5
Metering	1	11		12
Scheduling		1		1
Stores		2		2
Grand Total	5	47	2	54

PART TIME

NONE

DATE **JUNE 2003**
LOCATION **WESTBOROUGH**

FULL TIME			
DEPARTMENT	EXEMPT	NON EXEMPT	TOTAL
Admin-Operations	1		1
C.A.R.E.S.	1		1
Demand Side Management	1	1	2
Eng/Construction/Tech Ops	4		4
ERT & Instrument Mgmt	2		2
Facilities	1	2	3
Gas Operations M&Regulate	1		1
Human Resources	2	1	3
Operations Mgmt - DGC	1	2	3
Sales & Energy Prod & Svcs	1		1
TOTAL:	15	6	21
PART TIME			
Admin-Operations		1	1
Facilities		1	1
TOTAL		2	2

NiSource Inc.

Subsidiary Staffing Levels As of June 30, 2002

Bay State Gas Company
D.T.E. 06-31
Attachment DTE-BSG-3-7 (F)
Page 1 of 1

	PREVIOUS MONTH 5/31/2002	MGMT	SUPV EXEMPT	NON EXEMPT	BARGAINING CLER	PHYS	SUB TOTAL	PART TIME & TEMPS	GRAND TOTAL	VAR FROM 5/31/2002 to 06/30/02	LTD**
Corporate											
NiSource Corporate Services Co	293	104	141	46	0	0	291	3	294	1	15
*Lake Erie Land Company	20	0	11	5	0	0	16	4	20	0	
NiSource Development Co.	0	0	0	0	0	0	0	0	0	0	
*Sand Creek C.C.	207	6	22	21	0	0	49	173	222	15	
Columbia Propane Corp	0	0	0	0	0	0	0	0	0	0	
Columbia Propane LP	3	0	1	1	0	1	3	0	3	0	21
Columbia Petroleum Corp	0	0	0	0	0	0	0	0	0	0	
Total Corporate	523	110	175	73	0	1	359	180	539	16	36
Business Services											
Bay State Gas	20	1	0	0	2	17	20	0	20	0	1
NiSource Corporate Services Co.	587	50	406	124	0	0	580	12	592	5	
NIPSCO	146	0	0	0	33	114	147	0	147	1	1
Northern Utilities	3	0	0	0	0	3	3	0	3	0	
Total Business Services	756	51	406	124	35	134	750	12	762	6	2
Energy Distribution											
Bay State Gas	584	47	51	11	123	328	560	18	578	-6	35
Columbia Service Partners, Inc.	8	0	4	4	0	0	8	1	9	1	
Columbia Gas of Kentucky Inc	189	1	35	52	0	101	189	0	189	0	15
Columbia Gas of Ohio Inc	1317	5	266	845	10	180	1306	7	1313	-4	82
Columbia Gas of Maryland Inc	48	0	3	19	0	25	47	0	47	-1	1
Columbia Gas of Pennsylvania Inc	691	4	111	131	0	411	657	38	695	4	16
Columbia Gas of Virginia Inc	258	2	50	113	0	88	253	0	253	-5	8
Kokomo Gas & Fuel Company	60	6	6	0	14	34	60	0	60	0	
NIPSCO	1882	31	393	18	371	1006	1819	51	1870	-12	
NiSource Corporate Services Co.	318	117	161	31	0	0	309	8	317	-1	
Northern Indiana Fuel & Light Co.	61	3	11	47	0	0	61	0	61	0	
Northern Utilities	94	8	11	24	0	49	92	2	94	0	9
Total Energy Distribution	5510	224	1102	1295	518	2222	5361	125	5486	-24	166
Merchant											
EnergyUSA TPC Corp.	58	13	40	4	0	0	57	0	57	-1	
NIPSCO	648	24	241	11	10	359	645	0	645	-3	4
NiSource Corporate Services Co.	160	34	112	10	0	0	156	3	159	-1	
Primary Energy	24	9	11	3	0	0	23	1	24	0	
Total Merchant	890	80	404	28	10	359	881	4	885	-5	4
EnergyUSA											
EnergyUSA Propane	55	7	3	21	0	25	56	0	56	1	2
SM&P	2079	21	250	1778	0	0	2049	29	2078	-1	
Total EnergyUSA	2134	28	253	1799	0	25	2105	29	2134	0	2
Columbia Gas Transmission Corp	1428	3	425	297	3	775	1432	3	1434	-6	76
Columbia Natural Resources Inc.	375	5	121	24	0	186	375	4	374	0	16
CNG Services Inc.	2	0	2	0	0	0	2	0	2	0	
Heavy Hauling & Gravel Inc.	8	0	1	0	0	0	8	0	8	0	1
Gravel	3	0	1	1	0	0	3	0	3	0	
Total Pipeline and Production	2236	27	796	541	3	961	2234	7	2235	-6	112
NiSource Energy Tech											
NiSource Energy Technologies, Inc.	13	0	7	0	0	0	13	0	13	0	
Total NiSource Energy Tech	13	0	7	0	0	0	13	0	13	0	
Grand Total	12631	833	3178	3953	533	3804	12137	380	12617	-14	322
Adjusted Total***	9695	492	2765	2034	563	3660	9520	145	9665	-30	299

*These subsidiaries are not stored on the PeopleSoft System.

**Long Term Disability employee counts are not included in the "Grand Total".

*** Adjusted Total EXCLUDES Non-Core and discontinued operations

Non Core and Discontinued Operations include:

Lake Erie Land Company
NiSource Development Co.
Sand Creek C.C.
Columbia Propane Corp
Columbia Propane LP
Columbia Petroleum Corp
EnergyUSA Propane
Indianapolis Water Company
SM&P

Salary continuation employees are not included in this report.

MANPOWER: BROCKTON

MONTH/YEAR JUNE 2001

Bay State Gas Company
D.T.E. 06-31
Attachment DTE-BSG 3-7 (G)
Page 1 of 4

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non-Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
01100	Gas Operations		7	0	8	1	16	0.00	0.00	0	16.00
01105	Facilities		0	0	0	1	1	0.00	0.00	0	1.00
01115	Distribution		8	0	63	8	79	0.00	0.00	2	81.00
01120	Stores		0	0	4	0	4	0.00	0.00	0	4.00
01140	Engineering and Construction		4	1	0	0	5	0.00	0.00	0	5.00
01150	Fleet		0	0	5	1	6	0.00	0.00	0	6.00
01205	Sales Key Accounts		2	0	0	1	3	0.00	0.00	0	3.00
01210	Sales Construction		7	0	0	3	10	0.00	0.00	0	10.00
01215	Metering		2	0	32	1	35	0.00	0.00	5	40.00
01230	Billing		4	0	0	25	29	1.50	0.00	0	30.50
01240	Collections/Revenue Recovery		0	0	0	1	1	0.00	0.00	0	1.00
01250	Customer Service		3	0	46	2	51	0.00	0.00	0	51.00
01270	Field Collections		1	0	3	1	5	0.50	0.00	1	6.50
01271	Dispatch		8	0	0	7	15	0.00	0.00	0	15.00
01275	Scheduling		1	0	0	2	3	1.50	0.00	0	4.50
01357	Admin - Field Location		1	0	0	0	1	0.00	0.00	0	1.00
01400	Human Resources		1	0	0	0	1	0.00	0.00	0	1.00
01305	Communications		1	0	0	0	1	0.00	0.00	0	1.00
03850	I/S Operations		0	0	0	0	0	0.00	0.00	0	0.00
	TOTAL		50	1	161	54	266	3.50	0.00	8	277.50

MANPOWER:

SPRINGFIELD

Jun-01

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non-Exempt	Union Ops	Union Clerical FT	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
02060	Gas Dispatch		12	0	0	1	13	0.00	0.00	0	13.00
02100	Gas Operations		1	0	9	0	10	0.00	0.00	0	10.00
02105	Facilities		0	0	1	2	3	0.00	0.00	0	3.00
02115	Distribution		6	3	40	5	54	0.00	0.00	0	54.00
02120	Stores		0	0	4	0	4	0.00	0.00	0	4.00
02130	Meter Shop		1	0	10	0	11	0.00	0.00	0	11.00
02140	Engineering and Construction		6	0	0	2	8	0.00	0.00	0	8.00
02150	Fleet		0	0	5	1	6	0.00	0.00	0	6.00
02205	Sales Key Accounts		2	0	0	2	4	0.00	0.00	0	4.00
02207	Sales Conversion		0	0	2	0	2	0.00	0.00	0	2.00
02210	Sales Construction		0	0	3	1	4	0.00	0.00	0	4.00
02215	Metering		3	0	25	0	28	0.00	0.00	8	36.00
02235	Call Center		8	0	0	64	72	1.50	0.00	0	73.50
02240	Collections/Revenue Recovery		0	0	0	9	9	0.00	0.00	0	9.00
02250	Customer Service		2	0	33	2	37	0.00	0.00	0	37.00
02260	Customer Connect		0	0	0	0	0	0.00	0.00	0	0.00
02270	Field Collections		1	0	5	1	7	0.00	0.00	0	7.00
02275	Scheduling		0	0	0	3	3	1.50	0.00	0	4.50
02357	Admin - Field Location		1	0	0	0	1	0.00	0.00	0	1.00
02400	Human Resources		1	1	0	0	2	0.00	0.00	0	2.00
02850	BS Data Center Operations		0	0	0	1	1	0.00	0.00	0	1.00
	TOTAL	0	44	4	137	94	279	3.00	0.00	8	290.00

MANPOWER

LAWRENCE

MONTH/YR: JUNE 2001

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
04100	Gas Operations		0	0	3	0	3	0.00	0.00	0	3.00
04115	Distribution		1	1	11	0	13	0.00	0.00	0	13.00
04120	Stores		0	0	3	0	3	0.00	0.00	0	3.00
04140	Engineering and Construction		2	2	0	0	4	0.00	0.00	0	4.00
04150	Natural Gas Vehicles		0	0	0	0	0	0.00	0.00	0	0.00
04205	Sales Key Accounts		2	0	0	0	2	0.00	0.00	0	2.00
04210	Sales Construction		0	0	0	0	0	0.00	0.00	0	0.00
04215	Metering		1	0	17	0	18	0.00	0.00	0	18.00
04230	Bills and Inquires		0	0	0	0	0	0.00	0.00	0	0.00
04240	Collections/Revenue Recovery		0	0	0	1	1	0.00	0.00	0	1.00
04250	Customer Service		1	0	17	1	19	0.00	0.00	0	19.00
04260	Customer Connect		0	0	0	0	0	0.00	0.00	0	0.00
04270	Field Collections		0	0	2	3	5	0.00	0.00	0	5.00
04275	Scheduling		0	0	0	1	1	0.00	0.00	0	1.00
04305	Communications		0	0	0	0	0	0.00	0.00	0	0.00
04357	Admin - Field Location		1	1	0	0	2	0.00	0.00	0	2.00
04400	Human Resources		0	0	0	0	0	0.00	0.00	0	0.00
04500	Energy Products & Services		0	0	0	0	0	0.00	0.00	0	0.00
	TOTAL	0	8	4	53	6	71	0.00	0.00	0	71.00

MANPOWER

WESTBORO

MONTH/YR: June 30, 2001

Bay State Gas Company
D.T.E. 06-31
Attachment DTE-BSG 3-7 (G)
Page 4 of 4

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
03050	Gas Supply		3	1	0	0	4	0.00		1.00	5.00
03105	Facilities		1	3	0	0	4	0.00	0.50	1.00	5.50
03110	Purchasing		0	0	0	0	0	0.00			0.00
03140	Technical Operations		4	1	0	0	5	0.00			5.00
03200	Operational Services		3	1	0	0	4	0.00			4.00
03211	Transportaiton Operations & Svcs		3	0	0	0	3	0.00		1.00	4.00
03230	Billing Trans & Exchange		0	0	0	0	0	0.00			0.00
03240	Collections/Revenue Recovery		0	0	0	0	0	0.00			0.00
03270	Admin - Metering		2	0	0	0	2	0.00			2.00
03305	Communications		1	0	0	0	1	0.00			1.00
03315	Sales		6	1	0	0	7	0.00			7.00
03330	Demand Side Management		1	1	0	0	2	0.00	0.50	1.00	3.50
03340	CARES		1	1	0	0	2	0.00			2.00
03351	Admin - Operations		1	0	0	0	1	0.00			1.00
03352	Safety		0	0	0	0	0	0.00			0.00
03357	Admin - Executive		1	1	0	0	2	0.00			2.00
03360	Labor		0	0	0	0	0	0.00			0.00
03410	Revenue & Regulatory Development		0	0	0	0	0	0.00			0.00
03415	Regulatory Affairs		2	0	0	0	2	0.00	0.50		2.50
03416	Product & Service Development		0	0	0	0	0	0.00			0.00
03417	Product & Service Lg Customer		0	0	0	0	0	0.00			0.00
03420	Rates & Economic Analysis		0	0	0	0	0	0.00			0.00
03425	Financial Planning & Budgeting		3	0	0	0	3	0.00	1.00		4.00
03430	Gas Supply Demand		1	0	0	0	1	0.00			1.00
03435	Operational Planning & Development		5	0	0	0	5	0.00	0.50		5.50
03500	Energy Products & Services		1	0	0	0	1	0.00			1.00
03802	Billing		0	0	0	0	0	0.00			0.00
03851	ED-Application Development		12	1	0	0	13	0.00			13.00
03854	ED-Application Development		2	0	0	0	2	0.00			2.00
03856	Telecommunications		0	0	0	0	0	0.00			0.00
85750	Strategy		2	0	0	0	2	0.00			2.00
90305	Communications		2	0	0	0	2	0.00			2.00
90400	HR Employee Relations		2	2	0	0	4	0.00			4.00
90401	Training		0	0	0	0	0	0.00			0.00
90404	Admin Benefits		0	0	0	0	0	0.00			0.00
90405	Benefits		0	0	0	0	0	0.00	0.50		0.50
90406	Recruiting		0	0	0	0	0	0.00			0.00
90407	Compensation		0	0	0	0	0	0.00			0.00
90801	Taxes		0	0	0	0	0	0.00			0.00
90802	Treasury		0	1	0	0	1	0.00			1.00
90803	Reporting		1	0	0	0	1	0.00		0.00	1.00
90805	Audit		0	0	0	0	0	0.00			0.00
90806	Payroll		1	3	0	0	4	0.00			4.00
90807	Accounts Payable		0	0	0	0	0	0.00			0.00
90809	Finance		0	0	0	0	0	0.00			0.00
90811	Gas Revenue Accounting		4	0	0	0	4	0.00			4.00
90850	ED - IT Admin		1	3	0	0	4	0.00			4.00
90852	BS- Network Operations		0	0	0	0	0	0.00			0.00
90853	I/S Applications		0	0	0	0	0	0.00			0.00
90855	Y2000		0	0	0	0	0	0.00			0.00
90900	Legal		3	1	0	0	4	0.00			4.00
	Total		69	21	0	0	90	0	4.50	3.00	97.50

MANPOWER: BROCKTON MONTH/YEAR: JUNE 2000

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
01100	Gas Operations	0	7	0	9	1	17	0.00	0.00	0	17
01105	Facilities	0	0	0	0	1	1	0.00	0.00	0	1
01115	System Maintenance	0	5	0	67	3	75	0.00	0.00	0	75
01120	Stores	0	0	0	4	0	4	0.00	0.00	0	4
01140	New Construction	0	6	0	0	0	6	0.00	0.00	0	6
01150	Fleet Maintenance	0	0	0	5	1	6	0.00	0.00	0	6
01205	C&I Sales	0	6	0	0	1	7	0.00	0.00	0	7
01210	Residential Sales	0	6	0	0	4	10	0.00	0.00	0	10
01215	Metering	0	3	0	36	0	39	0.00	0.00	0	39
01230	Customer Relations	0	3	0	0	24	27	1.50	0.00	1	30
01240	Revenue Recovery	0	0	0	2	5	7	0.50	0.00	0	8
01250	Customer Service	0	3	0	41	1	45	0.00	0.00	0	45
01260	Customer Connect	0	2	0	0	0	2	0.00	0.00	0	2
01270	Workforce Planning	0	1	0	0	11	12	1.50	0.00	0	14
01271	Dispatch	0	8	0	0	3	11	0.00	0.00	0	11
01305	Public/Community Rel.	0	0	0	0	0	0	0.00	0.00	0	0
01357	Divisional Administration	0	1	1	0	0	2	0.00	0.00	0	2
01400	Human Resources	0	1	0	0	0	1	0.00	0.00	0	1
	TOTAL	0	52	1	164	55	272	3.50	0.00	1	277

MANPOWER:

SPRINGFIELD

Jun-00

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical Full Time	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
02060	Gas Dispatch	0	14	0	0	1	15	0.00	0.00	0	15
02100	Gas Operations	0	2	0	10	0	12	0.00	0.00	0	12
02105	Building Facilities	0	0	0	3	2	5	0.00	0.00	0	5
02115	System Maintenance	0	6	3	38	1	48	0.00	0.00	0	48
02120	Stores	0	0	0	4	0	4	0.00	0.00	0	4
02130	Meter Testing/Repairs	0	1	0	9	0	10	0.00	0.00	0	10
02140	New Construction	0	6	0	0	2	8	0.00	0.00	0	8
02150	Fleet Maintenance	0	0	0	5	1	6	0.00	0.00	0	6
02205	C&I Sales	0	1	0	2	2	5	0.00	0.00	0	5
02210	Residential Sales	0	1	0	3	1	5	0.00	0.00	0	5
02215	Metering	0	3	0	26	0	29	0.00	0.00	0	29
02235	Call Center	0	7	0	0	71	78	3.00	0.00	0	81
02240	Revenue Recovery	0	1	0	4	15	20	0.00	0.00	0	20
02250	Customer Service	0	2	0	34	1	37	0.00	0.00	0	37
02260	Customer Connect	0	2	2	0	0	4	0.00	0.00	0	4
02270	Resource Deployment	0	1	0	0	9	10	1.50	0.00	0	12
02305	Generate Awareness	0	0	0	0	0	0	0.00	0.00	0	0
02357	Admin Field Location	0	1	1	0	0	2	0.00	0.00	0	2
02400	Culture Development	0	1	1	0	0	2	0.00	0.00	0	2
02850	Field Location PC Maintenance	0	0	0	0	1	1	0.00	0.00	0	1
	TOTAL	0	49	7	138	107	301	4.50	0.00	0	306

MANPOWER

LAWRENCE

MONTH/YR: JUNE 2000

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
04100	Gas Operations	0	0	0	3	0	3	0.00	0.00	0	3.00
04115	System Maintenance	0	1	0	12	0	13	0.00	0.00	0	13.00
04120	Stores	0	0	0	2	0	2	0.00	0.00	0	2.00
04140	New Construction	0	1	1	0	0	2	0.00	0.00	0	2.00
04150	Natural Gas Vehicles	0	0	0	0	0	0	0.00	0.00	0	0.00
04205	C&I Sales	0	2	1	0	0	3	0.00	0.00	0	3.00
04210	Residential Sales	0	0	0	0	0	0	0.00	0.00	0	0.00
04215	Metering	0	0	0	18	0	18	0.00	0.00	0	18.00
04230	Bills and Inquires	0	0	0	0	0	0	0.00	0.00	0	0.00
04240	Revenue Recovery	0	1	0	7	0	8	0.00	0.00	0	8.00
04250	Customer Service	0	1	0	17	0	18	0.00	0.00	0	18.00
04260	Customer Connect	0	1	0	0	0	1	0.00	0.00	0	1.00
04270	Workforce Planning	0	0	2	3	0	5	0.00	0.00	1	6.00
04305	Generate Awareness	0	0	0	0	0	0	0.00	0.00	0	0.00
04357	Division Admin.	0	1	2	0	0	3	0.00	0.00	0	3.00
04400	Human Resources	0	0	0	0	0	0	0.00	0.00	0	0.00
04500	Energy Products & Services	0	1	0	0	0	1	0.00	0.00	0	1.00
	TOTAL	0	9	6	62	0	77	0.00	0.00	1	78.00

MANPOWER

WESTBORO

MONTH/YR: JUNE 2000

Bay State Gas Company
D.T.E. 06-31
Attachment DTE-BSG 3-7 (H)
Page 4 of 4

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
03050	Gas Supply	0	4	1	0	0	5	0.00	1.00		6
03105	Facilities	0	1	4	0	0	5	0.00			5
03110	Purchasing	0	0	0	0	0	0	0.00			0
03140	Engineering	0	4	1	0	0	5	0.00			5
03200	Customer Support	0	1	1	0	0	2	0.00			2
03211	Market Services	0	2	0	0	0	2	0.00			2
03230	Billing Trans & Exchange	0	1	1	0	0	2	0.00			2
03240	Collections	0	1	0	0	0	1	0.00			1
03305	Communications	0	3	0	0	0	3	0.00			3
03315	Marketing & Sales	0	2	1	0	0	3	0.00			3
03330	Demand Side Management	0	1	2	0	0	3	0.00	0.50		4
03340	CARES	0	0	0	0	0	0	0.00			0
03351	Admin - Operations Southern	0	0	0	0	0	0	0.00			0
03352	Safety	0	1	0	0	0	1	0.00			1
03357	Admin - Operations	0	2	0	0	0	2	0.00			2
03360	Labor	0	1	0	0	0	1	0.00			1
03410	Revenue & Regulatory Development	0	0	0	0	0	0	0.00			0
03415	Regulatory Affairs	0	3	1	0	0	4	0.00			4
03416	Product & Service Development	0	3	0	0	0	3	0.00			3
03417	Product & Service Lg Customer	0	1	0	0	0	1	0.00			1
03420	Rates & Economic Analysis	0	2	0	0	0	2	0.00	0.50		3
03425	Budgets	0	5	0	0	0	5	0.00	0.50	1	7
03430	Gas Supply Demand	0	3	0	0	0	3	0.00			3
03435	Business Improvement	0	6	0	0	0	6	0.00			6
03500	Energy Products & Services	0	1	0	0	0	1	0.00	0.50		2
03802	Billing	0	0	0	0	0	0	0.00		1	1
03851	Application Development	0	15	1	0	0	16	0.00			16
03854	SCADA	0	6	0	0	0	6	0.00			6
03856	Telecommunications	0	5	0	0	0	5	0.00			5
85750	Strategic Planning	0	2	0	0	0	2	0.00			2
90305	Corporate Communications	0	4	1	0	0	5	0.00			5
90400	HR Employee Relations	0	2	2	0	0	4	0.00			4
90401	Training	0	0	0	0	0	0	0.00			0
90404	Benefits Admin	0	0	0	0	0	0	0.00			0
90405	Benefits	0	0	1	0	0	1	0.00	0.50		2
90406	Recruiting	0	0	0	0	0	0	0.00			0
90407	Compensation	0	0	0	0	0	0	0.00			0
90801	Taxes	0	0	0	0	0	0	0.00			0
90802	Treasury	0	2	2	0	0	4	0.00		1	5
90803	Accounting	0	1	0	0	0	1	0.00	0.50	1	3
90805	Audit	0	0	0	0	0	0	0.00			0
90806	Payroll	0	1	2	0	0	3	0.00			3
90807	Accounts Payable	0	0	1	0	0	1	0.00	0.50	2	4
90808	Investor Relations/Corp Clerk	0	0	0	0	0	0	0.00			0
90809	Finance	0	0	0	0	0	0	0.00			0
90810	Executive Administration	0	3	1	0	0	4	0.00			4
90811	Gas Revenue Accounting	0	5	0	0	0	5	0.00			5
90850	I/S	0	4	3	0	2	9	0.00			9
90852	I/S Network	0	2	4	0	0	6	0.00			6
90853	I/S Applications	0	0	0	0	0	0	0.00			0
90855	Y2000	0	0	0	0	0	0	0.00			0
90900	Legal	0	3	1	0	0	4	0.00			4
Total			103	31	0	2	136	0	4.50	6	146.50

MANPOWER:

BROCKTON

MONTH/YR: NOVEMBER 1999

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
01100	Gas Operations	0	7	0	10	1	18	0	0	0	18
01105	Facilities	0	0	0	0	1	1	0	0	0	1
01115	System Maintenance	0	5	0	60	1	66	0	0	0	66
01120	Stores	0	0	0	4	0	4	0	0	0	4
01140	New Construction	0	6	0	0	0	6	0	0	0	6
01150	Fleet Maintenance	0	0	0	5	0	5	0	0	0	5
01205	C&I Sales	0	6	0	0	1	7	0	0	0	7
01210	Residential Sales	0	6	0	0	4	10	0	0	0	10
01215	Metering	0	3	0	42	0	45	0	0	0	45
01230	Customer Relations	0	2	0	0	22	24	3	0	1	28
01240	Revenue Recovery	0	0	0	2	4	6	1	0	0	7
01250	Customer Service	0	3	0	45	1	49	0	0	0	49
01260	Customer Connect	0	2	0	0	0	2	0	0	0	2
01270	Resource Deployment	0	1	0	0	13	14	2	0	0	16
01271	Res. Depl.- Dispatch	0	8	0	0	3	11	0	0	0	11
01305	Public/Community Rel.	0	0	0	0	0	0	0	1	0	1
01357	Divisional Administration	0	1	0	0	0	1	0	0	0	1
01400	Human Resources	0	2	0	0	0	2	0	0	0	2
03305	Public/Community Rel.	0	1	0	0	0	1	0	0	0	1
90850	Corporate Mailroom	0	0	0	0	2	2	0	0	0	2
	TOTAL	0	53	0	168	53	274	6	1	1	282

MANPOWER:

SPRINGFIELD

Nov-99

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
02060	Gas Dispatch	0	14	0	0	2	16	0	0	0	16
02100	Gas Operations	0	2	0	12	2	16	0	0	0	16
02115	System Maintenance	0	6	3	35	1	45	0	0	0	45
02120	Stores	0	0	0	4	0	4	0	0	0	4
02130	Meter Testing/Repairs	0	1	0	12	0	13	0	0	0	13
02140	New Construction	0	6	0	0	2	8	0	0	0	8
02150	Fleet Maintenance	0	0	0	5	1	6	0	0	0	6
02205	C&I Sales	0	1	0	2	2	5	0	0	0	5
02210	Residential Sales	0	1	0	3	1	5	0	0	0	5
02215	Metering	0	3	0	28	0	31	0	0	0	31
02235	Call Center	0	3	0	0	43	46	5	0	0	51
02240	Revenue Recovery	0	1	0	2	25	28	1	0	0	29
02250	Customer Service	0	2	0	30	1	33	0	0	0	33
02260	Customer Connect	0	2	2	0	0	4	0	0	0	4
02270	Resource Deployment	0	1	0	0	9	10	3	0	0	13
02305	Generate Awareness	0	0	0	0	0	0	0	0	0	0
02357	Admin Field Location	0	1	0	0	0	1	0	0	0	1
02400	Culture Development	0	1	1	0	0	2	0	0	0	2
02850	Field Location PC Maintenance	0	0	0	0	1	1	0	0	0	1
	TOTAL	0	45	6	133	90	274	9	0	0	283

MANPOWER

LAWRENCE

MONTH/YR: NOVEMBER 1999

Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non- Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed
04100	Gas Operations		0	0	3	0	3	0	0	0	3
04115	System Maintenance		1	0	12	0	13	0	0	0	13
04120	Stores		0	0	2	0	2	0	0	0	2
04140	New Construction		1	1	0	0	2	0	0	0	2
04150	Natural Gas Vehicles		0	0	0	0	0	0	0	0	0
04205	C&I Sales		2	0	0	0	2	0	0	0	2
04210	Residential Sales		0	1	0	0	1	0	0	0	1
04215	Metering		1	0	18	0	19	0	0	0	19
04230	Bills and Inquires		0	0	0	0	0	0	0	0	0
04240	Revenue Recovery		0	0	2	6	8	0	0	0	8
04250	Customer Service		1	0	17	0	18	0	0	0	18
04260	Customer Connect		1	0	0	0	1	0	0	0	1
04270	Workforce Planning		0	2	0	4	6	0	0	1	7
04305	Generate Awareness		0	1	0	0	1	0	0	0	1
04357	Division Admin.		1	2	0	0	3	0	0	0	3
04400	Human Resources		0	0	0	0	0	0	0	0	0
04500	Energy Products & Services		1	0	0	0	1	0	0	0	1
	TOTAL	0	9	7	54	10	80	0	0	1	81

MANPOWER		WESTBORO		MONTH/YR		Nov-99							
Dept.	Department Name	Mgmt Exempt	Regular Exempt	Non-Exempt	Union Ops	Union Clerical	Total Full Time	Union Part Time	Other Part Time	Temps	Total Employed		
03050	Gas Supply		4	1	0	0	5	0	2	0	7		
03105	Facilities		1	4	0	0	5	0	0	0	5		
03110	Purchasing		0	0	0	0	0	0	0	0	0		
03140	Engineering		6	1	0	0	7	0	0	0	7		
03200	Customer Support		4	1	0	0	5	0	0	0	5		
03211	Market Services		2	0	0	0	2	0	0	0	2		
03230	Billing Trans & Exchange		0	1	0	0	1	0	0	0	1		
03240	Collections		1	0	0	0	1	0	0	0	1		
03305	Communications		2	0	0	0	2	0	0	0	2		
03315	Marketing & Sales		6	1	0	0	7	0	0	0	7		
03330	Demand Side Management		2	2	0	0	4	0	0	0	4		
03340	CARES		0	0	0	0	0	0	0	0	0		
03351	Admin - Operations Southern		0	0	0	0	0	0	0	0	0		
03352	Safety		1	0	0	0	1	0	0	0	1		
03357	Admin - Operations		1	1	0	0	2	0	0	0	2		
03360	Labor		1	0	0	0	1	0	0	0	1		
03410	Revenue & Regulatory Development		1	2	0	0	3	0	0	0	3		
03415	Regulatory Affairs		4	0	0	0	4	0	0	0	4		
03416	Product & Service Development		2	0	0	0	2	0	0	0	2		
03417	Product & Service Lg Customer		1	0	0	0	1	0	0	0	1		
03420	Rates & Economic Analysis		2	0	0	0	2	0	0	0	2		
03425	Budgets		3	0	0	0	3	0	1	0	4		
03430	Gas Supply Demand		2	0	0	0	2	0	0	0	2		
03435	Business Improvement		7	1	0	0	8	0	0	0	8		
03500	Energy Products & Services		1	0	0	0	1	0	1	0	2		
03802	Billing		0	0	0	0	0	0	0	1	1		
03851	I/S Applications		9	0	0	0	9	0	0	0	9		
03854	SCADA		4	0	0	0	4	0	0	0	4		
85750	Strategic Planning		4	0	0	0	4	0	1	0	5		
90305	Corporate Communications		3	1	0	0	4	0	0	0	4		
90400	HR Employee Relations		1	2	0	0	3	0	0	0	3		
90401	Training		1	0	0	0	1	0	0	0	1		
90405	Benefits		1	1	0	0	2	0	1	0	3		
90406	Recruiting		0	0	0	0	0	0	0	0	0		
90407	Compensation		0	0	0	0	0	0	0	0	0		
90801	Taxes		3	0	0	0	3	0	0	0	3		
90802	Treasury		3	1	0	0	4	0	0	2	6		
90803	Accounting		10	1	0	0	11	0	1	2	14		
90805	Audit		0	0	0	0	0	0	0	0	0		
90806	Payroll		1	3	0	0	4	0	0	0	4		
90807	Accounts Payable		1	2	0	0	3	0	2	0	5		
90808	Investor Relations/Corp Clerk		0	0	0	0	0	0	0	0	0		
90809	Finance		3	0	0	0	3	0	0	0	3		
90810	Executive Admin RAY/TWS		1	0	0	0	1	0	0	0	1		
90850	I/S		4	6	0	0	10	0	0	0	10		
90852	I/S Network		8	4	0	0	12	0	0	0	12		
90853	I/S Applications		6	0	0	0	6	0	0	0	6		
90855	Y2000		1	0	0	0	1	0	0	0	1		
90900	Legal		3	1	0	0	4	0	0	0	4		
Total			121	37	0	0	158	0	9	5	172		

BROCKTON MANPOWER REPORT - JUNE 1998

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LOCAL TRANSPORTATION

SERVICES DELIVERY

Dept.	Dept. Name	APS	Union	C/I Union	Total Full Time	C/I Union Part Time	Temps	Total Employed
01205	C&I Sales	5	0	1	6	0	0	6
01210	Residential Sales	7	0	4	11	0	1	12
01215	Metering	2	40	0	42	0	7	49
01230	Customer Relations	1	0	25	26	4	4	34
01240	Revenue Recovery	0	3	0	3	1	3	7
01250	Customer Service	3	47	0	50	0	0	50
01260	Customer Connect	2	0	0	2	0	0	2
01270	Resource Deployment	2	0	14	16	1	6	23
01271	Res. Depl.- Dispatch	7	0	3	10	0	4	14
Total, Services Delivery		29	90	47	166	6	25	197

SYSTEM MAINTENANCE/NEW CONSTRUCTION

Dept.	Dept. Name	APS	Union	C/I Union	Total Full Time	C/I Union Part Time	Temps	Total Employed
01100	Gas Operations	7	10	1	18	0	2	20
01115	System Maintenance	5	59	0	64	0	4	68
01120	Stores	0	4	0	4	0	0	4
01140	New Construction	6	0	0	6	0	1	7
01150	Fleet Maintenance	0	5	1	6	0	0	6
Total, Maint. & Constr.		18	78	2	98	0	7	105

SUPPORT SERVICES

Dept.	Dept. Name	APS	Union	C/I Union	Total Full Time	C/I Union Part Time	Temps	Total Employed
90850	Corporate Mailroom	0	0	2	2	0	0	2
01357	Division Administration	0	0	0	0	0	0	0
01400	Culture Development	1	0	2	3	0	0	3
01305	Public/Community Rel.	1	0	0	1	1	0	2
Total, Support Services		2	0	4	6	1	0	7

TOTAL, LOCAL TRANSPORTATION 49 168 53 270 7 32 309

*Parttime employee in Public/Community Relations Dept. is non-union.

Springfield Manpower Report - Month Ending June 30, 1998

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UTILITY SEGMENTSERVICES DELIVERY

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02205	C&I Sales	2	2	2	6	1	0	7
02210	Residential Sales	1	4	1	6	0	0	6
02270	Resource Deployment	1	0	6	7	4	1	12
02250	Customer Service	2	37	0	39	0	0	39
02215	Metering	2	25	0	27	1	0	28
02260	Customer Connect	4	0	0	4	0	0	4
02230	Customer Relations	0	0	3	3	0	0	3
02235	Call Center	0	0	29	29	4	2	35
02240	Revenue Recovery	1	5	21	27	2	1	30
Total, Services Delivery		13	73	62	148	12	4	164

SYSTEM MAINTENANCE/NEW CONSTRUCTION

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02060	Gas Dispatch	14	0	2	16	0	0	16
02100	Gas Operations	2	14	2	18	3	0	21
02115	System Maintenance	7	39	1	47	5	0	52
02140	New Construction	7	0	2	9	1	0	10
02150	Fleet Maintenance	0	5	1	6	0	0	6
02120	Stores	1	4	0	5	0	0	5
02130	Meter Testing/Repairs	1	14	0	15	0	0	15
Total, Maint. & Constr.		32	76	8	116	9	0	125

SUPPORT SERVICES

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02305	Generate Awareness	1	0	0	1	0	1	2
02400	Culture Development	1	0	1	2	0	0	2
Total, Support Services		2	0	1	3	0	1	4

TOTAL, UTILITY SEGMENT		47	149	71	267	21	5	293
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Lawrence Manpower Report - June 1998

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UTILITY BUSINESS SEGMENT

SERVICES DELIVERY		C/T				Total			Total
Dept.	Dept. Name	APS	Union	Union	Clerical	Full Time	Temps.	PT	Employed
04205	C&I Sales	1	0	0	2	3	0	0	3
04210	Residential Sales	1	0	0	0	1	0	0	1
04215	Metering	1	17	0	0	18	1	0	19
04230	Bills and Inquires	0	0	8	0	8	1	0	9
04240	Revenue Recovery	0	2	0	0	2	0	0	2
04250	Customer Service	1	17	0	0	18	0	0	18
04260	Customer Connect	1	0	0	0	1	0	0	1
04270	Resource Deployment	0	0	2	2	4	0	0	4
Total, Services Delivery		5	36	10	4	55	2	0	57
SYSTEM MAINTENANCE/NEW CONSTRUCTION		C/T				Total			Total
Dept.	Dept. Name	APS	Union	Union	Clerical	Full Time	Temps.	PT	Employed
04100	Gas Operations	0	3	0	0	3	1	0	4
04115	System Maintenance	1	12	0	0	13	5	0	18
04120	Stores	0	2	0	0	2	1	0	3
04140	New Construction	1	0	0	1	2	0	0	2
04150	Natural Gas Vehicles	0	0	1	0	1	0	0	1
Total, Maint. & Constr.		2	17	1	1	21	7	0	28
SUPPORT SERVICES		C/T				Total			Total
Dept.	Dept. Name	APS	Union	Union	Clerical	Full Time	Temps.	PT	Employed
04305	Generate Awareness	1	0	0	0	1	0	1	2
04357	Division Admin.	0	0	0	1	1	0	0	1
04400	Culture	0	0	0	1	1	0	0	1
Total, Support Services		1	0	0	2	3	0	1	4
TOTAL, UTILITY BUSINESS SEGMENT		8	53	11	7	79	9	1	89

**WESTBOROUGH
MANPOWER - 6/1/98 - 6/30/98**

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Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
UTILITY SEGMENT								
SERVICES DELIVERY								
03200	Services Delivery Mgmt	7	0	1	8	0	1	9
03205	Key Customer Accts	0	0	0	0	0	0	0
03210	Residential Sales	0	0	0	0	0	0	0
03211	Marketing	1	0	0	1	1	0	2
03240	Outside Collections	1	0	0	1	0	0	1
03315	Market Research	5	0	0	5	1	0	6
03330	Demand Side Management	2	0	2	4	1	0	5
03340	Residential Multi	1	0	0	1	0	0	1
Total, Services Delivery		17	0	3	20	3	1	24
SYSTEM MAINTENANCE/NEW CONSTRUCTION								
03105	Facilities	1	0	4	5	0	0	5
03110	Purchasing	5	0	1	6	0	1	7
03140	Engineering	6	0	1	7	0	0	7
03351	Admin	3	0	0	3	0	0	3
Total, Maint. & Constr.		15	0	6	21	0	1	22
GAS CONTROL								
03050	Gas Control	4	0	4	8	0	1	9
SUPPORT SERVICES								
03357	Utility Segment Admin	2	0	1	3	0	0	3
03410	Regulatory Pricing Costing	1	0	1	2	1	0	3
03415	Regulatory Affairs	2	0	0	2	0	0	2
03420	Rates	4	0	0	4	0	0	4
03421	Revenue Requirements	2	0	0	2	0	0	2
03425	Budgets	4	0	0	4	0	0	4
03430	Gas Demand	3	0	0	3	0	0	3
03435	Business Improvement	7	0	0	7	1	0	8
03802	Treasury	0	0	0	0	1	0	1
03851	Information Systems	7	0	0	7	0	0	7
03854	I/S Gas Supply	4	0	0	4	0	0	4
Total, Support Services		36	0	2	38	3	0	41
TOTAL, UTILITY SEGMENT		72	0	15	87	6	3	96
ENERGY VENTURES								
85750	Energy Ventures	5	0	0	5	0	0	5
TOTAL, ENERGY VENTURES		5	0	0	5	0	0	5
CORPORATE SERVICES								
Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed

**WESTBOROUGH
MANPOWER - 6/1/98 - 6/30/98**

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Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
90305	Corp Communications	3	0	2	5	0	0	5
90400	Employee Relations	2	0	2	4	0	0	4
90401	Training & Develop	3	0	1	4	1	0	5
90405	Benefits	3	0	1	4	0	1	5
90406	Recruitment	1	0	1	2	0	0	2
90407	Compensation	1	0	0	1	0	0	1
90801	Taxes	2	0	1	3	0	0	3
90802	Treasury	3	0	1	4	1	0	5
90803	Accounting	16	0	1	17	3	1	21
90805	Audit	3	0	0	3	0	0	3
90806	Payroll	2	0	3	5	0	0	5
90807	Accounts Payable	1	0	4	5	2	0	7
90808	I/S Governance	1	0	1	2	0	1	3
90809	Finance	3	0	0	3	0	0	3
90810	Exec Admin	3	0	1	4	0	1	5
90850	Computer Operations	8	0	10	18	2	0	20
90852	Network/Telecomm	2	0	0	2	2	0	4
90853	I/S Corp Services	4	0	0	4	0	0	4
90855	Y2K	1	0	1	2	0	0	2
90900	Legal/Insurance	3	0	1	4	0	0	4
TOTAL, CORPORATE SERVICES		65	0	31	96	11	4	111
TOTAL WESTBORO		142	0	46	188	17	7	212
SEVERANCE (Westboro)		3	0	0	3	0	0	3
TOTAL WESTBORO W/ SEVERANCE		145	0	46	191	17	7	215

Severance:	End Date
James Burke	03/31/99
John Doucette	02/28/99
Dave Shaw	10/31/98
Not Included	
Ed Hammet	09/18/98
Kevin McCarthy	02/23/99

BROCKTON MANPOWER REPORT - NOVEMBER 1997**LOCAL TRANSPORTATION****SERVICES DELIVERY**

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
01205	C&I Sales	5	0	2	0	7	0	0	7
01210	Residential Sales	7	0	4	0	11	0	0	11
01215	Metering	2	46	0	0	48	2	0	50
01230	Customer Relations	1	0	27	0	28	0	4	32
01240	Revenue Recovery	0	3	0	0	3	1	1	5
01250	Customer Service	3	44	2	0	49	0	0	49
01260	Customer Connect	2	3	0	0	5	0	0	5
01270	Resource Deployment	8	0	11	0	19	2	5	26
Total, Services Delivery		28	96	46	0	170	5	10	185

SYSTEM MAINTENANCE/NEW CONSTRUCTION

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
01100	Gas Operations	6	10	1	0	17	0	0	17
01115	System Maintenance	5	60	0	0	65	0	0	65
01120	Stores	0	3	2	0	5	0	0	5
01140	New Construction	5	0	1	0	6	1	0	7
01150	Fleet Maintenance	1	6	1	0	8	0	0	8
Total, Maint. & Constr.		17	79	5	0	101	1	0	102

SUPPORT SERVICES

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
90850	Corporate Mailroom	0	0	2	0	2	0	0	2
01357	Division Administration	0	0	0	0	0	0	0	0
01400	Culture Development	1	0	2	0	3	0	0	3
03210	Public/Community Rel.	1	0	0	0	1	0	1	2
Total, Support Services		2	0	4	0	6	0	0	7

TOTAL, LOCAL TRANSPORTATION		47	175	55	0	277	6	10	294
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ENERGYUSA

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
10210	Propane Sales	2	0	0	0	2	0	0	2
01279	Propane Support Services	2	0	0	16	18	2	0	20
11500	Propane (Bulk)	2	14	0	0	16	0	0	16
15500	Propane (Transport)	1	2	0	0	3	0	0	3
TOTAL ENERGYUSA		7	16	0	16	39	2	0	41

GRAND TOTAL BROCKTON		54	191	55	16	316	8	10	335
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Springfield Manpower Report - Month Ending November 30, 1997

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UTILITY SEGMENTSERVICES DELIVERY

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02205	C&I Sales	1	2	2	5	0	0	5
02210	Residential Sales	1	4	1	6	0	0	6
02270	Resource Deployment	2	0	6	8	0	2	10
02250	Customer Service	2	34	1	37	0	0	37
02215	Metering	2	27	0	29	4	0	33
02260	Customer Connect	2	0	0	2	0	0	2
02230	Customer Relations	0	0	5	5	1	1	7
02235	Call Center	0	0	17	17	1	1	19
02240	Revenue Recovery	1	4	17	22	2	4	28
Total, Services Delivery		11	71	49	131	8	8	147

SYSTEM MAINTENANCE/NEW CONSTRUCTION

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02060	Gas Dispatch	13	0	2	15	0	0	15
02100	Gas Operations	2	16	1	19	0	0	19
02115	System Maintenance	9	41	1	51	1	0	52
02140	New Construction	7	0	2	9	1	0	10
02150	Fleet Maintenance	0	6	1	7	0	0	7
02120	Stores	1	4	0	5	0	0	5
02130	Meter Testing/Repairs	1	9	0	10	0	0	10
Total, Maint. & Constr.		33	76	7	116	2	0	118

SUPPORT SERVICES

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
02440	Copy Center/Mail Room	0	0	1	1	0	0	1
02305	Generate Awareness	1	0	0	1	0	1	2
02400	Culture Development	2	0	1	3	0	0	3
Total, Support Services		3	0	2	5	0	1	6

TOTAL, UTILITY SEGMENT	47	147	58	252	10	9	271
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ENERGYUSA

Dept.	Dept. Name	APS	Union	Clerical	Total Full Time	Temps.	Part Time	Total Employed
12500	Propane	1	0	2	3	0	0	3
TOTAL ENERGYUSA		1	0	2	3	0	0	4
GRAND TOTAL, SPRINGFIELD		48	147	60	255	10	9	275

Lawrence Manpower Report - November 1997

LOCAL TRANSPORTATION

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SERVICES DELIVERY

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	PT	Total Employed
04205	C&I Sales	1	0	0	2	3	0	0	3
04210	Residential Sales	1	0	0	0	1	0	0	1
04215	Metering	1	18	0	0	19	3	0	22
04230	Bills and Inquires	0	0	8	0	8	0	0	8
04240	Revenue Recovery	0	2	0	0	2	0	0	2
04250	Customer Service	1	17	0	0	18	0	0	18
04260	Customer Connect	1	0	0	0	1	0	0	1
04270	Resource Deployment	0	0	2	2	4	0	0	4
Total, Services Delivery		5	37	10	4	56	3	0	59

SYSTEM MAINTENANCE/NEW CONSTRUCTION

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	PT	Total Employed
04100	Gas Operations	0	3	0	0	3	0	0	3
04115	System Maintenance	1	12	0	1	14	0	0	14
04120	Stores	0	2	0	0	2	0	0	2
04140	New Construction	1	0	0	0	1	0	0	1
04150	Natural Gas Vehicles	0	0	1	0	1	0	0	1
Total, Maint. & Constr.		2	17	1	1	21	0	0	21

SUPPORT SERVICES

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	PT	Total Employed
04305	Generate Awareness	1	0	0	0	1	0	1	2
04357	Division Admin.	0	0	0	1	1	0	0	1
04400	Culture	1	0	0	0	1	0	0	1
Total, Support Services		2	0	0	1	3	0	1	4

TOTAL, LOCAL TRANSPORTATION

9	54	11	6	80	3	1	84
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ENERGYUSA

Dept.	Dept. Name	APS	Union	C/T Union	Clerical	Total Full Time	Temps.	PT	Total Employed
10210	Residential Sales Force	0	0	0	0	0	0	0	0
14500	Propane	0	0	0	0	0	2	0	2
23500	Propane	0	0	0	0	0	0	0	0
TOTAL ENERGYUSA		0	0	0	0	0	2	0	2

GRAND TOTAL, LAWRENCE

9	54	11	6	80	5	1	86
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November Companywide Total Fuel time Emp - #

WESTBOROUGH MANPOWER - 11/1/97 - 11/30/97						Bay State Gas Company D.T.E. 06-31 Attachment DTE-BSG-3-7 (K) Page 4 of 4			
WESTBOROUGH MANPOWER - 11/1/97 - 11/30/97									
LOCAL TRANSPORTATION									
SERVICES DELIVERY						Total			Total
Dept.	Dept. Name	APS	Union	Clerical	Full Time	Temps.	Part Time	Employed	
03200	Services Delivery Mgmt	6	0	1	7			7	
03205	Key Customer Accts	0	0	0	0			0	
03210	Residential Sales	0	0	0	0			0	
03211	Marketing	1	0	0	1	1		2	
03240	Outside Collections	1	0	0	1			1	
03315	Market Reach	3	0	1	4			4	
03330	Demand Side Management	2	0	2	4			4	
03340	Residential Multi	1	0	0	1			1	
Total, Services Delivery		14	0	4	18	1	0	19	
SYSTEM MAINTENANCE/NEW CONSTRUCTION						Total			Total
Dept.	Dept. Name	APS	Union	Clerical	Full Time	Temps.	Part Time	Employed	
03105	Facilities	2	0	3	5			5	
03110	Purchasing	4	0	2	6			6	
03140	Engineering	6	0	0	6			6	
Total, Maint. & Constr.		12	0	5	17	0	0	17	
GAS CONTROL						Total			Total
Dept.	Dept. Name	APS	Union	Clerical	Full Time	Temps.	Part Time	Employed	
03050	Gas Control	4	0	2	6		1	7	
SUPPORT SERVICES						Total			Total
Dept.	Dept. Name	APS	Union	Clerical	Full Time	Temps.	Part Time	Employed	
03357	Local Transportation	2	0	1	3			3	
03410	Regulatory Pricing Costing	1	0	2	3			3	
03415	Regulatory Affairs	2	0	0	2			2	
03420	Rates	4	0	0	4			4	
03421	Revenue Requirements	1	0	0	1			1	
03425	Budgets	4	0	0	4			4	
03430	Gas Demand	3	0	0	3			3	
03435	Business Improvement	6	0	1	7			7	
03851	Information Systems	9	0	0	9			9	
03854	I/S Gas Supply	5	0	0	5			5	
Total, Support Services		37	0	4	41	0	0	41	
TOTAL, LOCAL TRANSPORTATION		67	0	15	82	1	1	84	
ENERGYUSA									
Dept.	Dept. Name	APS	Union	Clerical	Full Time	Temps.	Part Time	Employed	
10210		1	0	0	1			1	
10300	Marketing	3	0	0	3	1	1	5	
10400	Culture	1	0	0	1			1	
10410	Finance	2	0	0	2			2	
10520	Exec Admin	1	0	1	2			2	
10880	I/S	1	0	0	1		1	2	
50500	C&I Services Del	3	0	1	4			4	
51500	EAS	5	0	0	5	2		7	
57500	Sales - VT	1	0	0	1			1	
58500	Sales - Conn	1	0	0	1			1	
Total, EnergyUSA		19	0	2	21	3	2	26	

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
THIRD SET OF INFORMATION REQUESTS FROM THE DTE
D.T.E. 06-31

Date: September 25, 2006

Responsible: Stephen H. Bryant, President

DTE-BSG-3-19 Refer to the Company's response to UWUA 2-1. Please provide additional details concerning the 12 "regulatory personnel" being transferred from NiSource to Bay State. Please list the exact titles of the positions transferred and the job responsibilities associated with each position.

RESPONSE: There were just 8 positions moved from NiSource Corporate Services Company back to Bay State in 2005. Each of these positions, including that of Mr. Bryant, President of Bay State, were part of the Mr. Bryant's direct staff.

Stephen H. Bryant, President
Joseph A. Ferro, Manager, Regulatory Affairs
Thomas Birmingham, Manager, Regulatory Affairs
Douglas Casey, Manager, Regulatory Affairs
Susan Kullberg, Rates and Tariff Administrator
Charles Moran, Director, Communications and Community Relations
Don Dinnuno, Manager, Communications and Community Relations
Virginia Anthony, Manager, Customer Relations